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## Installation

(See individual packaging for program system requirements.)

### Windows® 98, ME, NT 4.0\*, 2000\* or XP\*

The program should begin automatically via the autoplay feature. If this has not been enabled, follow these simple steps:

1. Place CD into CD ROM drive.
2. Click **Start**, at the bottom left-hand corner of the screen.
3. Select **Run** option.
4. Type the following, at the entry box:  
'D:\SETUP.EXE'  
(where 'D' is your CD ROM drive letter. Change if otherwise).
5. Follow on-screen instructions to finish the set-up.

## Starting the Program

(See individual packaging for program system requirements.)

### Windows® 98, ME, NT 4.0\*, 2000\* or XP\*

If the program does not auto start, then, follow these instructions:

1. Click **Start**.
2. Select **Program** option.
3. Click '(Name of Program)' program.
4. Click '(Name of Program)' icon to start.

### Macintosh® (Selected Titles Only)

1. Double-click **Mac Start** file, to start the program.

\* Please Note Windows® NT 4.0, 2000 & XP  
You may need administrator privileges to install / uninstall correctly.

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# INSTALLATION MANUAL



# Frequently Asked Questions

## During installation I get an error message?

Normally before installing software it is advisable to close down any background programs that are running, such as virus scanners, etc. These background programs may conflict with the setup operation.

To close any background programs follow the steps below:

### Windows® 98 and ME

1. Press the **CTRL + ALT + DELETE** keys on your keyboard
2. A **Close Programs** window should appear, listing the programs currently running on your system
3. The only two necessary programs that Windows needs are 'systray' and 'explorer'. Close all other programs listed by clicking on the program name to highlight it
4. Click on the **End task** button
5. Repeat steps 1-4 until all programs except 'systray' and 'explorer' are closed.

### Windows® XP and 2000

Generally background programs are listed (shown as icons) in the right section of the Taskbar where the time and sound icon are located. Simply close all of these programs except the sound and time.

To close the programs right click on the icon then select either the close or disable option.

Try running the setup again, if you are still experiencing problems, then you may need to clean the system temporary folder. During installation the setup program often requires a location to store temporary data. In some cases this location may become full therefore preventing new programs from installing. The following steps explain how to empty out this location:

1. Click the **Start** button, point to **Programs**, then click **Windows Explorer**.
2. Double-click the **Windows** folder in the left pane of **Windows Explorer**.
3. Click the **Temp** folder in the right pane.
4. From the **File** menus, select **Rename**.
5. Type 'OldTemp' and press **ENTER**.
6. Press the **F5** key at the top of the keyboard.
7. From the **File** menu, point to **New**, and select **Folder**.
8. Type 'Temp' and press **ENTER**.
9. Close all windows and restart the computer.

## Software drivers' information for graphics and sound card manufacturers

A driver is the software that tells your operating system how to use the different parts of your computer. Quite often the drivers are not up to date as they release new versions every couple of months to cope with the new demands from other programs. Getting the latest driver means that you will have the most up to date software running your graphics card or sound card.

## For sound related issues

In order to update your drivers, you will first need to find out what sound card you have. To do this:

1. Click **Start** and select **Run**. Type 'Dxdiag.exe' then click **OK**
2. Once it has run click on the **Sound** tab to display details about the sound in your system.
3. If this does not run, right-click on **My Computer** and select **Properties**.
4. Select the **System** tab then **Device Manager** and click the '+' symbol in front of **sound, video and game controllers**.

5. It should name a few devices and one of them is your **sound card**.

6. Then, using this information in a search engine such as [www.google.com.au](http://www.google.com.au), find a driver that matches your sound card and operating system. Once you have found the driver download it and install.

7. Follow the instructions on installation from the driver's website.

## For graphics related issues

In order to update your driver, you will first need to find out what graphics card you have. To do this:

1. Click **Start** and select **Run**. Type 'Dxdiag.exe' then click **OK**
2. Once it has run click on the **Display** tab to display details about the graphics card in your system.
3. If this does not run, right-click on **My Computer** and select **Properties**.
4. Select the **System** tab then **Device Manager** and click the '+' symbol in front of **Display Adaptors**.
5. It should name your **graphic card**.
6. Then, using this information in a search engine such as [www.google.com.au](http://www.google.com.au), find a driver that matches your graphic card and operating system. Once you have found the driver download it and install.
7. Follow the instructions on installation from the driver's website.

## If CD cannot be read

First thing to do is to check that the CD ROM has been detected by the System. The easiest way to do this is to click on "My Computer". If the icon for the CD ROM has changed from the "Default Icon" then double click on the icon to start the installation. Otherwise, if the system does not detect the CD ROM, you may need to return it to the store of purchase or try it in another system.

## Why, when printing, not everything is printed?

Go into the properties of the printer and check that the printer settings are A4 not letter or legal.

## If, when you print, nothing prints out?

You will need to update your printer driver. To do this, you will need to know the make and model of your printer. Then use this information in a search engine such as [www.google.com.au](http://www.google.com.au) in order to find a driver that matches your printer and operating system. Once located download the driver and then follow the steps below:

1. Open **Printers**
2. Right-click the printer that you want to change drivers for, then click **Properties**.
3. On the **Advanced** tab, click **New Driver** to install a new or updated version of the printer driver using the **Add Printer Driver wizard**.
4. Click **Next**, and then do one of the following:
  - i. Click the appropriate printer manufacturer and printer model if the new or updated driver is on the list.
  - ii. Click **Have Disk** if the printer driver is not included in the list or if you have received a new or updated driver on CD or diskette from the printer manufacturer, type the path where the driver is located, and then click **OK**.
5. Click **Next**, and then follow the instructions on the screen to finish installing the printer driver.

## Installation and Running of programs under Windows 2000 and XP

In order for some programs to install and run correctly the user needs to be logged on to the system as an Administrator. For more information on how to log on as an Administrator please see Windows Microsoft Help.